

The Committee on Oversight and Government Reform approved H.R. 404, the Federal Customer Service Enhancement Act, on a voice vote, and ordered the bill reported to the House floor. The bill is sponsored by Rep. Henry Cuellar (D-TX).

Before approving the bill, the Committee adopted an Amendment in the Nature of a Substitute offered by Chairman Edolphus Towns. The Towns substitute incorporated changes that the Subcommittee approved in a May markup session, along with other technical corrections.

Chairman Edolphus Towns said:

“H.R. 404 would require government agencies to set higher performance standards in delivering customer service. Just as importantly, it requires agencies to measure and report whether citizens are satisfied with the customer service they receive.

There is a bottom-line concern for government. Inadequate customer service increases costs and wastes precious resources. When complaints are not promptly resolved, frustrated customers seek redress in different agencies or at different parts or levels of the same agency, resulting in duplicate effort and compounding costs.

Trust also erodes as citizens become frustrated with a non-responsive bureaucracy. Let’s work together to create a more responsive and more accountable government.”

### Documents and Links

- [Towns Manager's Amendment to H.R. 404](#)